

CLASSIFICATION: TITLE EXAMINER

Class Code: 9384-12

Date Established: 07-01-67

Occupational Code: 1-2-2

Date of Last Revision: 07-18-14

BASIC PURPOSE: To review and approve motor vehicle title applications and supporting documentation for issuance or rejection as proof of ownership under New Hampshire Title Statute.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Receives, examines and verifies title applications and supporting documentation for approval or suspension.
- Enters and reviews title form information into the computer system.
- Prepares correspondence advising specific reason for rejection or for requesting additional information or correction of any information submitted.
- Compares motor vehicle and identification numbers, years of manufacture and other information with automobile reference manuals and automotive manufacturer's publication for verification of details essential to correct titles.
- Recommends to supervisor possible investigations as a result of illegal activity or consumer fraud.
- Compiles statistical data relating to application rejections and approvals.
- Enters and retrieves computer information for research purposes and corrects data entry and typing errors.
- Submits recommendations for possible rule or statutory changes, to close loopholes or inadequacies in policies and procedures; and for routine system improvements.
- Conducts periodic training sessions regarding motor vehicle title laws and regulations.
- Substitutes for all subordinate positions.

DISTINGUISHING FACTORS:

Skill: Requires skill in recommending routine changes in standardized operating procedures OR in retrieving, compiling and reporting data according to established procedures OR in operating complex machines.

Knowledge: Requires understanding and using business or trades vocabulary or basic arithmetic to perform standard operating procedures.

Impact: Requires responsibility for contributing to agency objectives by ensuring the accuracy of support activities within one or more organizational units. Errors at this level affect the work of others or have measurable monetary consequences, and require verification and correction in order to complete succeeding work operations.

Supervision: Requires direct supervision of other employees doing work which is related or similar to the supervisor, including scheduling work, recommending leave, reviewing work for accuracy, performance appraisal, or interviewing applicants for position vacancies.

Working Conditions: Requires performing regular job functions under good conditions in a safe working environment.

Physical Demands: Requires sedentary work, including continuous sitting or occasional standing and walking.

Communication: Requires explaining facts, interpreting situations, or advising individuals of alternative or appropriate courses of action. This level also requires interviewing or eliciting information from state employees or members of the general public.

Complexity: Requires a combination of job functions to establish facts, to draw daily operational conclusions, or to solve practical problems. This level also requires providing a variety of alternative solutions where only limited standardization exists.

Independent Action: Requires a range of choice in applying a number of technical or administrative policies under general direction and in making routine decisions or in recommending modifications in work procedures for approval by supervisor.

MINIMUM QUALIFICATIONS:

Education: Graduation from high school, GED or its equivalent. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years' experience in a responsible clerical position including experience in typing.

License/Certification: None required.

RECOMMENDED WORK TRAITS: Knowledge of modern office procedures, practices and equipment. Knowledge of office record keeping and reporting systems. Skill in typing and/or data entry. Ability to interpret and apply motor vehicle laws, particularly the Motor Vehicle Title and Anti-Theft Laws. Ability to understand and apply the terminology and effect of legal instruments as they relate to the sale and encumbrances of motor vehicles. Ability to gather, assemble, correlate and analyze facts and identify existing or potential problems. Ability to present ideas clearly and effectively. Ability to prepare comprehensive reports. Ability to establish and maintain effective working relationships with other employees and the general public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.